

10-01-16 SNAP ACCURACY REVIEW PROCESS

Statewide Targeted Reviews

EXAMPLES and KEY POINTS

8-22-16

EXAMPLES OF ERRORS (other examples may also apply):

► **Income:** Wages and salaries incorrectly calculated by \$25 or more; omission of income such as: tips, commission, and bonuses; income from children not in school or from 18 year old household members; absence of income verification; not acting on reported income changes; failure to resolve conflicting income information from the application, interview, narration, pay verification, or system screens; failure to remove terminated income timely; entering income under a wrong family member when benefits could be affected (e.g. IA and IPV situations), incorrectly coding income type when it will cause the system to calculate incorrectly (EML vs. OTH, PTY, SEC); data entry of income incorrectly entered (ex. 45.00 is correct amount, however 450.00 is used); incorrect use of payment frequency (2, 2.15, 4.3); failure to use of months' worth of representative income; improper use of first paycheck; rate of hourly pay increase not properly addressed/calculated; net pay used instead of gross pay; failure to address different pay types on paychecks (OT, shift differentials, OTH, SPIFF, etc.); Work Number for household member missed; use of non-representative paystubs (a paystub(s) is more or less than other used); incorrect use of YTD calculation; incorrect calculation used on income type (seasonal, periodic, contacted employee); excluded income included in calculation (mileage, reimbursements).

Reviewers will note the corrective action on review sheet (example: what the correct calculation should be).

EXAMPLES OF ACTIONS and FYI: (errors will not be cited but action may be needed):

- Income entered under a wrong family member when it does not affect the benefit situation (e.g. on IA/IPV situations)
- Income type incorrectly coded when it does not cause the system to calculate incorrectly (e.g. SEN coded as EML).
- Income calculation is determined correctly, however narration needs better clarification.
- Income was incorrectly calculated and a supplement may be necessary, the reviewer will note the existing overpayment on the review to reduce the risk of an incorrect supplement being issued.
- Active WAGE quarters found for adult on case but was not addressed will be cited as action.

KEY POINTS:

- ▶ A mistake caught before the 1st of the month (review month) and the worker narrates corrective action and sends reduction notice but the Action cannot be taken on FSMIS till the following month due to 10 day notice will not be cited.
- ▶ Income information gained from the interview and screens should be clearly narrated including the source of income, pay date/frequency and whether income is likely to continue. Errors will not be cited as long as the reviewer finds that the correct income was determined.
- ▶ If application is missing the reviewer will review targeted element to the best of his/her ability using IEVS screens, TRACS, Oregon Access, the Work Number, any related documents and case file. If the reviewer is unable to review case without application, drop case and find another case from Kris's master list.
- ▶ If a case is cited an error for missing documents and they are found by the end of the review month, the reviewer will make every effort to re-review the case and remove errors if appropriate. Re-reviews must be completed by the 5th of the month after the scheduled review to be reflected in the end of month data.
- ▶ Case will be reviewed for all earned income or potential earned income of all in the filing group.
- ▶ Correct cases, errors and actions will be cited to the RACF of worker who was primarily responsible for work on the case.
- ▶ Late actions or narrations made after the start of the review month will not be considered in the review.
- ▶ All cases on the list will be reviewed including cases closed in the review month, with credit given to the branch where the case was assigned on the date the list was pulled.
- ▶ Non-concurs must be resolved by the 5th of the following month after the scheduled review to be reflected on the end of month data run.
- ▶ HWPRCSS: This RACF will be used when an action was not taken and the reviewer cannot identify a person responsible for the case on the first day of the review month. This will also be used for cases which were auto-denied or suspended, when action / lack of action cannot be attributed to a responsible person.

CORRECTIVE ACTION:

- ▶ Corrective action should be taken as soon as possible but no later than 30 days following the date of review.
- ▶ It is a District expectation to ensure all appropriate follow up.